



**City of Annapolis**  
**Office of Human Resources**  
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## Position Vacancy Announcement

Position	Community Services Specialist (Contractual)	Opening date	July 25, 2016
Department	Mayor's Office	Closing date	August 8, 2016
Salary range	\$43,400 - \$ 62,000		

**GENERAL STATEMENT OF DUTIES:** Implements initiatives designed to address constituent needs within the Annapolis community and perform special projects at the direction of the Mayor and Chief of Staff

**DISTINGUISHING FEATURES OF THE CLASS:** This is a responsible position implementing the projects and programs of the Mayor's Office. Position may require the individual to act as a representative for the Mayor with community groups and at various functions.

### **EXAMPLES OF WORK:** (Illustrative only)

- Responds to constituents to resolve individual issues/concerns and the Chief of Staff of any such issues and possible resolutions;
- Represents the Mayor at community association meetings and addresses various concerns and problems of the community;
- Serves as the point of contact for the community in accessing resources;
- Serves as a liaison to Commission on Aging and principal point of contact for Annapolis Senior Citizens;
- Serves as coordinator for the Boards and Commissions as directed by the Mayor;
- Sources, locates, and manages the appointment process for Board and Commission members, facilitates the inception of new commissions;
- Implements and maintains boards and commissions on city website;
- Advertises and distributes Boards and Commissions agendas, and minutes;
- Advises Mayor and Boards and Commissions on membership status;
- Serves as recording secretary for Standing Committees; Attends and reports on standing Committees;
- Acts as liaison between the standing committees and the City Clerk, the office of the Mayor, and other city departments;
- Works with grants coordinator on mentoring initiatives supported by the City of Annapolis; and oversees nonprofit grant recipients, including site visits and performance monitoring;
- Provides technical assistance and training in the area of capacity building for community groups, including tenant councils at Housing Authority of the City of Annapolis;
- Coordinates job skills training efforts targeted at low skilled/unemployed populations; works to address needs of various underserved populations;
- Attends Housing Authority of the City of Annapolis (HACA) related meetings, including tenant council and Board meetings;
- Assists with special projects as directed by the Mayor or the Chief of Staff;
- Coordinates Mayor's Senior Forum, annual Mayor's Holiday Senior Luncheon and other events;
- Works with education, business, faith and non-profit organizations in establishing programs and initiatives as directed by the Mayor or Chief of Staff;
- Serves as representative with foreign students and visitors studying municipal government operations;
- Performs other related duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Knowledge of human relations and organizational development dynamics; moderate to thorough knowledge of governmental policies and procedures; ability to establish and maintain effective working relationships with employees, civic and community groups, and the public; ability to communicate

effectively, orally and in writing; ability to develop and provide training on community issues related to programs goals and objectives; significant experience in constituent services and in identifying and accessing local resources; strong consensus building skills and experience utilizing alternative dispute resolution techniques such as mediation to resolve community conflicts; good judgment; tact and courtesy.

Ability to follow complex oral and written instructions; ability to plan, organize and implement a variety of activities; ability to present ideas effectively either orally or in writing; ability to deal effectively with the public and government officials; ability to work within time constraints with minimal supervision; demonstrated ability to maintain complex records and prepare reports; ability to make decisions in accordance with laws, ordinances, regulations and established; ability to maintain confidential information; good oral and written communications skills; good judgment; tact and courtesy Self-motivated, detail-oriented and organized, proficient with MS Word and MS Excel; the ability to work both independently and in a team setting; excellent time management and organizational skills to meet deadlines; great people skills, initiative, enthusiasm, and sense of humor are a must!

**ACCEPTABLE EXPERIENCE AND TRAINING:** Bachelor's degree from an accredited college/university. Experience in a human services related field or any equivalent combination of acceptable education and experience providing the necessary knowledge, skill and abilities.

Considerable experience in clerical work, some of which may have involved taking and transcribing minutes or preparing correspondence; completion of standard high school course with completion of business school or some college courses highly desirable; word processing experience; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

#### **AMERICANS WITH DISABILITIES ACT:**

Physical ability: ability to sit continuously at a computer terminal or desk for extended periods; ability to operate standard office equipment including copier, computer, fax machine, mailing machine, etc.; ability to reach into file drawers in standard four-drawer filing cabinets.

Visual ability: sufficient to effectively operate office equipment including copier, computer etc.; to read and write reports, correspondence, instructions, etc.

Hearing ability: sufficient to hold conversation with other individuals both in person and over a telephone; ability to hear recording effectively with other individuals in person and over a telephone.

Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.

Freedom from mental disorders which would interfere with performance of duties as described.

#### **APPLICATION PROCESS**

Candidates must complete a City of Annapolis application form. The application must be postmarked, or received in the City of Annapolis Department of Human Resources office by 4:30 p.m. on the closing date. Incomplete applications will not be considered.

All qualified applicants will receive consideration for employment, without regard to political or religious opinion or affiliation, race, creed, color, sex, national origin, marital status, physical or mental disability, sexual orientation, gender identity or genetic information. The City of Annapolis is an Equal Employment Opportunity/ADA Compliant Employer.